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***Semper Paratus.
Always Ready.***

EMPLOYEE EMERGENCY RESPONSE GUIDE

Facility Name
Facility Address
Facility Address

Date

The Coast Guard Employee Emergency Response Guide template was developed by Headquarters Support Command and G-WKS, Office of Safety and Environmental Health, to promote the safety of Coast Guard employees, contractors and visitors while on CG facilities during emergencies. This template can be used by CG facilities to develop their individual plans.

There are certain steps that all personnel can take to be prepared for emergency situations. The first one is to know two ways out of the building because some emergencies may dictate the closure of certain escape routes and/or stairwells. The voice announcement system will direct you away from those closures.

The second step is for you to be prepared to shelter-in-place. With the potential for severe weather or chemical, biological, and radiological emergencies occurring outside our building, one action we may advise taking is to remain in the building (shelter-in-place) instead of evacuating. You will be more prepared to shelter-in-place if you and your family develop an emergency plan ahead of time so you know everyone will be safe. Guidelines are provided on page 11 to get you started. Don't delay.

Remember, you, as an employee, have a responsibility to be prepared to respond in an emergency, to attend training, and to follow the instructions of emergency personnel in an emergency.

Note for customizing this template.

The PDF version of this document was created in word using the PDF fillable function. Where you see a little gray box, put your cursor in the box and begin typing. Many of these gray spaces also contain an underline, which was included because the gray box does not print. This way if you want to print a paper copy before you fill in the blanks, you will know where the blanks are.

The table of contents was created by going to "Insert" on the toolbar and clicking on "Index & Tables." One level was used, Heading 3.

If you don't want to use the automatic table of contents function, you can delete the current Table of Contents and simply type one in.

The Word version of the template can be accessed by going to the Shore Safety Division web site at <http://www.uscg.mil/hq/g-w/g-wk/wks/wks2/index.htm>. Click on Emergency Preparedness and then click on Employee Emergency Response Guide Template.

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INTRODUCTION AND PHONE NUMBERS

The purpose of this guide is to promote the safety of CG employees, contractors and visitors in the _____ Building in the event of various emergency situations. This publication addresses the most common emergencies that may occur. If you notice an emergency, contact your Supervisor, Facilities Management, or Security.

Your judgment often determines whether or not a situation is an emergency. When in doubt, call Security.

Security Guards are on duty _____ hours a day; see the phone number listed below.

Any questions regarding emergency procedures should be addressed to your Supervisor or the Safety Officer at _____.

EMERGENCY PHONE NUMBERS

Fire 9-911 and _____

Medical Emergency 9-911 and _____

CG Clinic – Room _____

Security _____

Facilities Management _____

This number can be used to report emergency and non-emergency building issues.

When in doubt, call Security.

24 HR Building Information Numbers

_____ or _____

EMERGENCY PHONES

Emergency Phones are located on each landing in all stairwells and near each elevator bank on all floors and parking levels. To use the red phones: open the door, put the handset to your ear and hold down the button on the earpiece of the receiver. The phone will immediately ring in Security. Tell the security guard your emergency and location.

Black Emergency Phones are located next to each Automated External Defibrillator (AED) cabinet in the center corridor of the office floors and will automatically ring to security when picked up. Tell the security guard your emergency and location. These phones may be used to report any emergency.

Elevator Emergency Phones are located on the left side of the elevator below the floor buttons. Follow the instructions on the door of the emergency phone cabinet to contact security if you should become stuck or have an emergency.

WHAT DO I DO IF SOMEONE BECOMES SERIOUSLY ILL?

In a MEDICAL EMERGENCY:

1. **DIAL _____. Give the following information to the 911 Operator:**

- a. Street address: _____
- b. Nearest cross street: _____
- c. Name of building: _____
- d. Floor: _____
- e. Room: _____

2. Have a co-worker contact the **CG Clinic's Emergency number at Ext. _____**. Give the floor, room #, and any special directions to the location. (In the event the clinic is unable to answer the phone it will automatically be forwarded to Security and answered.)

3. **Have a co-worker simultaneously contact Security at Ext. _____**. Give the floor, room #, and any special directions to the location so Security can direct emergency response personnel to the injured person.

4. Without endangering yourself, stabilize the ill/injured person as much as possible until help arrives.

5. **AED – Automated External Defibrillator**

As part of the President's Federal Employee Initiative for the 21st Century and to ensure that injured employees receive the best possible care, _____ (Facility Name) has installed Automated External Defibrillators (AED) through out the building to reduce the damaging effects of sudden cardiac arrest through. An AED is a small portable device capable of administering an appropriate electric shock through the chest wall to the heart. Microprocessors inside the device first assess the patient's heart rhythm, determine if defibrillation is needed, and, only if needed, will advise the user to administer the shock. Audible and/or visual prompts guide the user through the process.

AEDs have been mounted in the center corridor of each office floor. A black phone is mounted next to the AED cabinet and when picked up automatically rings to security to call for help.

WHAT DO I DO IF I NOTICE A FIRE?

If you notice a FIRE:

1. **DIAL _____. Give the following information to the 911 Operator:**

- a. Street address: _____
- b. Nearest cross street: _____
- c. Name of the building: _____
- d. Location of fire in the building: _____
- e. Description of the fire: _____

2. Call **Security at _____** or use one of the red emergency phones located at each landing and elevator bank or one of the black emergency phones located next to an AED cabinet.

3. If unable to reach a phone, activate a fire pull station located near each stairwell and throughout the hallways.

4. Notify others in the area.

5. Assist anyone who needs help evacuating.
6. Follow the instructions from your Floor Warden.
7. If a minor fire appears controllable, properly trained persons may attempt to extinguish the fire using a fire extinguisher, but **ONLY** after the Fire Department and Security have been called and evacuation has been initiated.

If you become trapped in a building during a fire:

1. Close the door to the space you are in immediately no matter what your location to prevent smoke and fire from entering the space. If smoke is entering the room through cracks around the door, stuff something in the cracks to slow the flow.
2. If you are on the ground floor and a window that opens is available, carefully climb out if you can do so safely. If the window does not open, wave something so emergency crews see you.
3. If you are in an interior space with no window, stay near the floor where the air will have less smoke. Shout at regular intervals to alert emergency crews of your location. **DO NOT PANIC.**
4. If you are in a room with the door closed and the fire alarm sounds, feel the door with the back of your hand. If the door is warm, do not open it. If smoke is entering the room through cracks around the door, stuff something in the cracks to slow the flow.
5. **If you are on an upper floor** and cannot reach one of the stairwells, go to an office with a window, close the office door, go to the window and wave with something so emergency crews see you. **Do NOT break the window, unless you are advised to do so by emergency personnel**, as this may cause smoke and fire to spread into the room.
6. **If the phones are working**, call Security at Ext. _____ to report your location:
 - a. Floor _____
 - b. Room # _____
 - c. How many are in the room _____
 - d. Is anyone injured? _____

Fire Safety:

1. Know the location of and how to use: fire extinguishers, fire exits and exit stairwells.
2. Smoke in designated areas only and extinguish all smoking materials in the proper receptacles.
3. Do not prop open fire doors or stairwell doors.
4. Report fire and stairwell doors that do not close properly to Facilities Management at Ext. _____.

Floor Wardens:

Floor wardens have been appointed throughout the building to assist during emergencies. Wardens can be identified by a yellow badge. The primary purpose of a Floor Warden is to ensure floors are evacuated and to call for help if needed.

Disabled Personnel:

If you or someone needs assistance during an evacuation go to the nearest elevator and wait for a Floor Warden to arrive. Should no Warden arrive contact Security using any of the following methods: _____ (i.e. Emergency Phone in elevator lobby, Black Phone next to AED's in center corridor, or any office phone). Tell Security your location and the physical condition that prevents you from using the stairs so emergency personnel can respond properly. If no danger exists in the area you are in, you may be instructed to use an elevator to evacuate. Please be assured that you will not be left behind.

WHAT DO I DO IF WE ARE TOLD TO EVACUATE THE BUILDING?

1. If an alarm sounds in the building, and you are told to evacuate, remain calm and muster at _____ unless directed otherwise. The Public Address System will be used to provide you with evacuation instructions if required.
2. Follow all instructions given by Emergency Response Team Personnel, Facilities Management, supervision, and emergency personnel. Be prepared to use alternate stairwells if necessary.
3. Be aware of people with disabilities in your area that may require your assistance. Be prepared to help them, if necessary. Never assume that their "buddy" is coming to assist them. If you are physically unable to assist the person, call for help or locate a member of the Emergency Response Team.
4. If you are a "Disable Buddy" and are unable to reach the disabled person you normally assist, contact one of the Emergency Team members or call Security, _____.
5. If you are instructed to evacuate, **BEGIN TO EVACUATE IMMEDIATELY**. If you are on a lower floor, it is critical that you evacuate immediately so that those on the upper floors are not caught in a backup in the stairwells as they descend to the lower floors. **NEVER** go back up and **NEVER** assume it is a drill.
6. Secure all classified material in an appropriate manner before leaving your work area.
7. If it won't delay your exiting, take your coat if the weather is inclement. If you are at your work area, take your wallet/purse, and identification but leave briefcases, suitcases, etc. behind. Do **NOT** take any food or drinks. If you are on a lower floor than your work area when the alarm to evacuate is given, do **NOT** go back up to get your personal things. Uniformed personnel are **NOT** required to wear a cover during evacuations.
8. Close all office doors (Do **NOT** lock door if office is not a SECURE area since emergency personnel may have to re-enter) particularly those that open onto common hallways.
9. Do **NOT** use elevators unless instructed to do so by emergency personnel.
10. Walk quickly and calmly to the nearest marked exit and ask others to do the same. Know at least two exits out because some emergencies may prevent use of the stairwells you normally use. (If your health permits, practice walking the exit routes so you are familiar with it in an emergency.)
11. Holding the handrail proceed down the stairs to the ground floor lobby.
 - a. **Stay to the right if emergency workers come up the stairs while you are evacuating.**
 - b. Assist others who may need help.
 - c. Hold the handrail so that you don't fall.
 - d. If necessary, remove high-heeled shoes to effect a safe and rapid evacuation.
 - e. If you need to rest, move to a landing; don't stop on the stairs.

- f. If someone should fall, and they can be moved, relocate them to a landing until help arrives. Use the **red emergency phone** on the landing to contact Security for help. If you do not reach Security, continue to the exit and give emergency personnel the location of the fallen individual.
 - g. If electrical power fails while you are in the stairwells, follow the “glow-in-the-dark” markings to the nearest exit.
- 12. If you are in the garage when instructions to evacuate are given, proceed to the nearest automobile ramp and walk out if possible. If you are closer to a stairwell EXIT, use it.
 - 13. Exit the building and move directly to _____. See page 8 for your directorates’ assembly point the parking lot.
 - 14. Personnel with Disabilities should muster at _____ and are encouraged to use the available chairs.
 - 15. The Child Development Center (CDC) will evacuate to _____.
 - 16. Once at the evacuation site, report to your supervisor or site leader, remain quiet, and stay with your group.
 - 17. Each directorate will take a muster and provide a report of all accounted for or names of unaccounted for personnel.
 - 18. Once your directorate has taken muster you should remain in the _____ muster area until told to return to the building. Do not re-enter the building until told by the authorities that it is safe to do so.
 - 19. Once the all clear has been give you will be required to show your ID to get back in the building. If you do not have you an ID badge you will **not** be allowed in to the building and will have to go to the _____ Security Command Post to receive a temporary badge. While this procedure may be inconvenient to those who do not have their badge, it is for the overall security and safety of everyone at the CG facility.

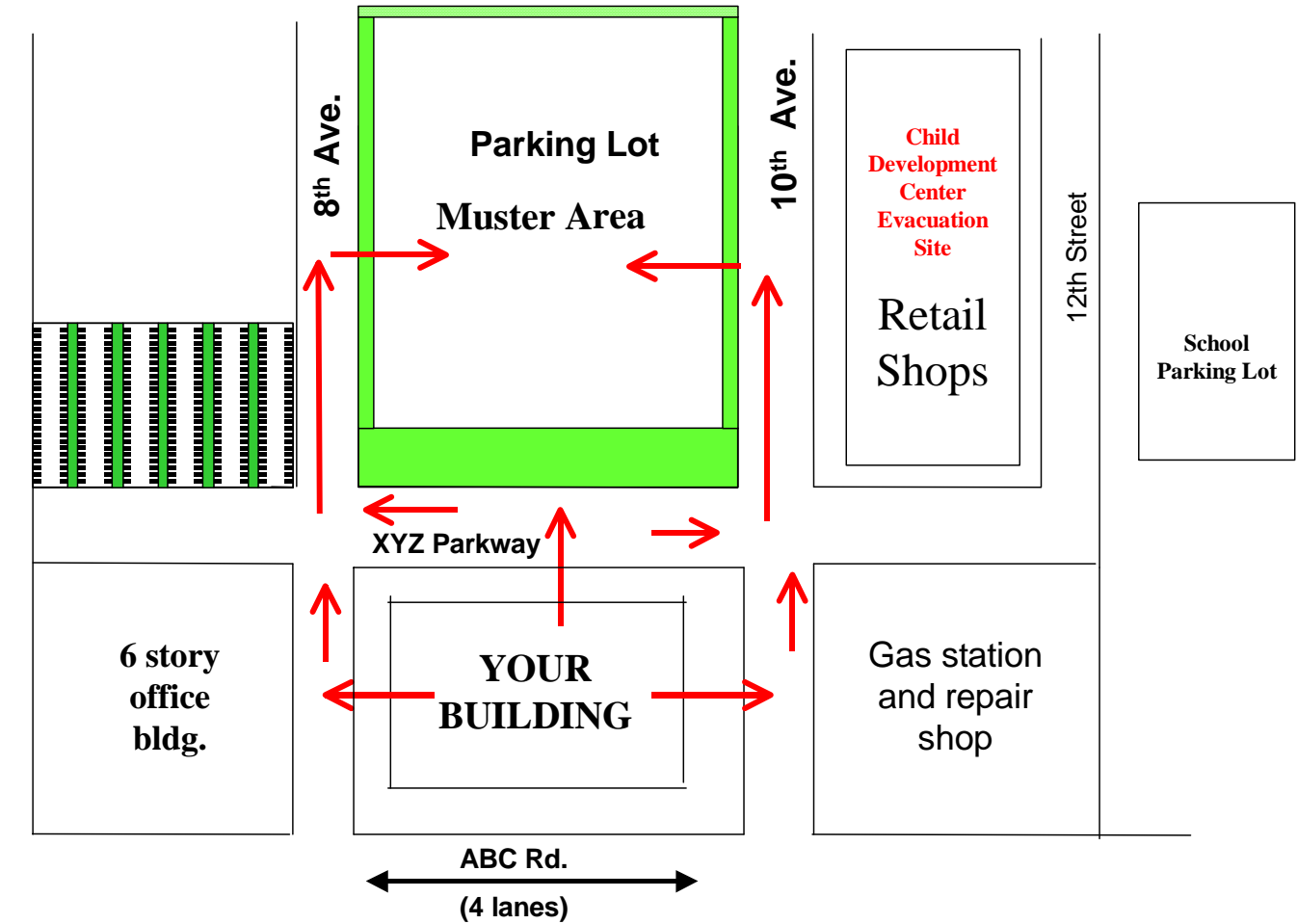
Remember - Security badges are required to be worn and displayed at all times while in the CG building for everyone’s safety.

CG _____ FACILITY GROUND FLOOR EXITS

Include a layout of your facility.

____ BUILDING EVACUATION ROUTE

Replace this diagram with a diagram of your facility's evacuation route(s) and muster location(s).



SHELTER-IN-PLACE PROCEDURES

What is Shelter-in-Place?

Shelter-in-Place is a protective action taken inside the building, with doors and windows closed, to minimize your chance of injury when one of the following emergencies occurs outside the building.

1. Most likely

- a. Severe weather (tornado, hail, etc.)
- b. Civil unrest
- c. Gunman or sniper
- d. Bomb threat outside building
- c. Accidental chemical release due to industrial/vehicle accident

2. Least likely: Biological, chemical or radiological attack

What will our Security Force do once we are told to Shelter in Place?

Immediately upon notification to Shelter-In-Place, Security will direct personnel outside the building to come inside. Once all personnel in the immediate area are inside the building Security will close and lock all exterior doors and parking level entrance gates for all events except extreme weather. While stairwells will still be available for use, security team members will be posted at all parking level entrances to prevent anyone from exiting the building from anywhere, but authorized exit points.

What action will I be told to take if I am inside the building?

The specific action you are told to take when Shelter-in Place is ordered will be determined by the event.

- 1. **Severe weather, civil unrest, gunman or bomb** – Stay inside and if directed move away from windows to the inner corridors. Be sure to close all doors connecting exterior offices to the corridor.
- 2. **Chemical, biological or radiological incident** – Stay inside and if next to a window, move to an inner corridor or office. Be sure to close all doors connecting exterior offices to the corridor. In the event of a chemical, biological or radiological (CBR) incident, _____ will immediately activate the Ventilation Shutdown System (VSS) to reduce the chance of contamination entering the building. The VSS shuts off all exterior ventilation systems to the building within seconds of activation.

Where will visitors, contractors and children in the Child Development Center go?

Upon notification to Shelter-in-Place, all _____ employees should assess their immediate area and identify any visitors. Visitors include anyone not regularly assigned to _____ including: other agency employees, dependents, contractors, visitors, etc. Once identified you need to direct the visitor(s) to the appropriate Shelter-in-Place location for the area. If the visitor(s) insist on leaving the building, escort them to the Security Command Post and allow Security to help them.

(IF THERE IS A CHILD DEVELOPMENT CENTER) The children in the Child Development Center will be relocated to _____ where parents will be able to remain with their child or move elsewhere. Parents are advised to not go to the CDC and pick up their children since it will slow the relocation process.

What if I arrive at the building after it has been closed due to a chemical, biological or radiological incident?

If you arrive at _____ after all exterior doors and parking level gates are closed due to a CBR incident you will be directed to enter the building through the loading dock. Once inside the building you will be directed to the quarantine area where a decision will be made as to the proper action to take based on the incident. For your safety and the safety of all personnel you will not be allowed to leave the quarantine area and enter other parts of the building until it is determined safe for you to do so and you are no longer a risk to other personnel.

How long would we Shelter-in-Place at _____?

Shelter-in-Place at _____ is anticipated to last only a few hours. However, while the danger may pass in a few hours, the effect on the transportation system may prevent you from leaving the immediate area for several hours.

If I am told to Shelter-in-Place, do I have to stay?

Military – YES - Due to the events that would lead to Shelter-in-Place the Coast Guard may be called upon to provide assistance to the public or other agencies.

Civilian – NO - Shelter-in-Place is a voluntary action, unless mandated by law enforcement or public health officials. Personnel, who ask to leave the building before it has been determined safe to do so, will be directed to the security office where they will be informed of any civil restrictions. If no restrictions are in place, personnel asking to leave will be escorted by Security to the authorized exit point.

Could legal authorities exercise a mandate to Shelter-in-Place?

Yes. Federal Protective Service and law enforcement agencies can “detain” occupants within a police perimeter and local health departments can quarantine and isolate occupants.

If we have to Shelter-in-Place what will CG Headquarters provide?

The _____ facility will provide for your immediate shelter and security in a Shelter-in-Place event, but will not provide emergency food and water. You will be responsible for providing your own “Personal Safety Kit” with food, water and prescriptions/medications should you be directed to Shelter-in-Place.

Is _____ facility planning to buy protective masks or hoods for employees?

No – At this time there are no immediate plans to buy employees protective masks or hoods as some other federal agencies have done.

If you are interested in buying a protective hood for yourself, links to suppliers have been provided on our “Emergency Preparedness/Information Websites” page.

What should you do now?

Prepare. While we cannot foresee every possible emergency you can be prepared to meet most. Right now we are recommending that you and your family develop an emergency plan ahead of time so you can be confident they are safe in the event of an emergency. If your family is safe, then you will feel more comfortable while sheltering-in-place and during your return home. For specific information on how to develop a family emergency plan and what emergency action plans your local authorities have in place refer to our “Emergency Preparedness/Information Websites” page.

RECOMMENDED PERSONAL SAFETY KIT

- Small tote bag, fanny pack, backpack, soft-sided briefcase or whatever holds the contents of your kit. It is recommended that you not use plastic bags or cardboard boxes to hold your emergency supplies since these can break open if dropped.
- Water – Prepackaged emergency water with 5-year shelf life CG-approved or bottled water. One to two quarts should be sufficient since the anticipated event duration will be hours not days. However, since you have no idea how long your return trip home could be, this may not be enough during the summer months. Another thing to remember is not to throw away your empties on the way home. You may need to refill them. If you are considering prepackaged water in pouches or boxes be sure to protect them. These packages can leak if not stored properly.
- Non-perishable foil wrapped food such as snack or high protein bars that are light and easy to carry. You can also buy CG-approved prepackaged bars with a 5-year shelf life. These bars are high calorie and do not promote thirst. Regardless of what you choose, plastic bags or containers help to reduce the risk of rodent and insect intrusion.
- Three day supply of medicines - While everything else on this list is based on the short term we recommend a three-day supply of medications just in case you cannot make it home and end up staying at a friend's house or hotel. Ask your physician or pharmacist about storing prescription medications. Be sure they are stored to meet instructions on the label and be mindful of expiration dates. It would also be a good idea to have the pharmaceutical name written down inside your kit just in case you cannot remember the exact name or you need medical care.
- Small battery operated or solar radio - You may need to walk and not have anyway of getting up to date information.
- Small Flashlight and Light/glow stick (2) to pin to your clothes or carry in case you have to walk in the dark.
- Extra batteries for your radio and flashlight. If possible buy a radio and flashlight that use the same size batteries so you only have to buy one size and can interchange if you have to.
- Small knife or multi-tool - While you may not know how to use all the tools, it's a good bet someone else will in an emergency.
- Personal toiletries, including toothbrush, non-water hand cleaner, eye drops, etc.
- Comfortable clothes, sturdy shoes, socks and hat for the season in case you have to walk. These items don't need to be packed in your kit.
- N95 paper mask (2) – These masks are small, light weight and inexpensive.
- A pen and small note/phone book with the phone numbers and e-mail addresses of your family, friends and neighbors. While many people carry cell phones and electronic note pads, a hard copy back up never hurts and can take a lot of abuse.
- Emergency rain poncho & Emergency blanket – also called a “space” blanket
- Small First Aid kit
- Area map
- Cash, \$50, in small denominations to buy food and gas in case you are unable to use your credit or debit cards. **Keep this on your person not in your kit. Remember, an emergency kit is only intended to meet basic needs and you are the best judge of what you need.**
- There are a number of ready-made kits and supplies available on line and in stores to meet the average persons basic needs. These kits are normally three-day kits and can be quite compact. Some suppliers offer detailed descriptions about the contents of their kits and others only list items. While we do not recommend any particular supplier we do recommend that you look at several kits and ensure the kit or supplies you select meet your needs and that you can carry them easily if you have to. For more information on Emergency Kits see our “Emergency Information/Preparedness Websites” page.

CHEMICAL, BIOLOGICAL AND RADIOLOGICAL

Are Chemical, Biological and Radiological substances a threat to us?

Yes - The potential exists for the release of chemical, biological, radiological and everyday industrial substances. These substances can be dispersed in the air we breathe, water we drink, or on the surfaces we physically contact either by accident or intentionally.

Go to the Centers for Disease Control website for latest information - <http://www.bt.cdc.gov/index.asp>

How can these substances be disbursed?

1. Accidental:

- a. Transportation accident (truck, train, ship, boat)
- b. Industrial accident
- c. Nuclear mishap

2. Intentional

- a. Placing an open container in a heavily used area
- b. Using conventional (garden)/commercial spray devices
- c. Detonating an improvised explosive device

What are the characteristics of a chemical agent?

Chemical agents are released in a toxic gas or liquid state to contaminate people or the environment. The prevalent symptoms you would experience from a chemical attack are tightness in the chest, difficulty breathing, blurred vision, stinging of the eyes, or loss of coordination. These symptoms can take minutes to hours to appear based on the agent and concentration used.

What are the characteristics of a biological agent?

Biological agents contain germs or related substances that typically have no characteristic signatures. To affect individuals these substances must usually be inhaled, ingested, or enter through cuts in the skin. The time required before symptoms are observed is generally days to weeks and dependent on the agent and dose received. Because of the delayed symptoms in a biological incident, the area affected may be greater due to the migration of infected individuals.

Is there anything I can do to better protect myself from biological agents?

To increase your protection from biological agents you should keep your shots up to date and practice good personal hygiene. A healthy body is better able to fight biological agents than an unhealthy body.

What should I do if I suspect Chemical or Biological substances have been released inside?

If you suspect a chemical or biological release in your immediate area you should:

1. Immediately cover your nose and mouth with a cloth or paper mask to prevent inhaling contaminants.
2. Clear the area immediately and have people move to a safe area outside the office.
3. Close all doors leading to the area to prevent others from entering.
4. Do **NOT** lock doors. (Emergency personnel will need access)
5. Notify Security at **Ext. _____** immediately from another office or use one of the red or black emergency phones.
6. Keep employees who were not in the immediate area away from potentially exposed personnel.
7. Wash hands and face with soap and cool water as soon as possible.
8. Tell all personnel who were potentially exposed to remain together in a safe area outside the office and await instructions from emergency personnel to reduce the chance of spreading any contamination.
9. Remember chemical agents can take hours before symptoms develop and biological agents can take days. Just because there are no visible effects does not mean you or one of your co-workers have not been contaminated. The best way to ensure your safety and the safety of others is to wait for direction from emergency personnel and by limiting your movement and contact with others.

What are the characteristics of a radiological agent?

Radiological agents are not recognizable by the senses and require specialized equipment to be detected. Symptoms from exposure to radiological material, accidental or intentional, generally require days to weeks to appear and typically have no characteristic signatures. Because of the delayed onset of symptoms in a radiological incident, the affected area may be greater due to the migration of contaminated individuals.

I hear a lot of talk of about Dirty Bombs, what exactly is a Dirty Bomb?

A "dirty bomb" or radiological dispersal device (RDD) is a conventional explosive or bomb containing radioactive material:

1. It is **not** a nuclear bomb and does **not** involve a nuclear explosion. A nuclear bomb is "a weapon of mass **destruction**."
2. "Dirty bombs" are weapons of mass **disruption**. While a dirty bomb is limited in its ability to deliver radiation to large areas it will have a significant psychological impact, by causing fear, panic and disruption to our daily lives.

What is the biggest danger of a Dirty Bomb?

In most cases, any immediate deaths or serious injuries from a dirty bomb would result from the explosion itself in the immediate area. It is unlikely that the radioactive material contained in the bomb would immediately kill anyone since the material released would be dispersed into the air and reduced to relatively low concentrations. People in the immediate area would be exposed to radiation through contact and inhalation of the dust and debris. While this low-level exposure to radioactive contamination is potentially dangerous, it would probably not cause immediate illness or death.

If a bomb were detonated how would I know if the explosion involved a "Dirty Bomb"?

You wouldn't be able to determine that yourself. Dirty Bombs have no characteristics that you could visually observe, smell or taste. Immediately after a bomb blast emergency officials would quickly assess the scene and make that determination if it was a "dirty bomb" using sensing devices. Once the type of bomb is determined, emergency officials would implement the necessary procedures to protect the public. These procedures would include emergency broadcasts announcements.

What should I do if there is a bomb explosion in the area?

If you are in the area of a bomb explosion or hear reports of an unknown bomb blast the best way to protect yourself is to:

1. Immediately cover your nose and mouth with a cloth or paper mask to prevent inhaling airborne radioactive material.
2. Put more distance between you and blast.
3. Place as much material between you and the source of radiation (take shelter).
4. Once in a safe area listen to local radio or TV broadcasts for updates.
5. If you are in a vehicle, close all windows and switch the A/C or heat to the re-circulate air position or turn it off. Your vehicle should provide adequate protection until you can reach a safer area. If you feel the need to leave your car quickly, pull into a parking space or parking lot. Do not abandon your car in the street. Vehicles abandoned in the street will disrupt traffic and possibly prevent emergency personnel from getting through.

What should I do if I want to help?

If you want to help you should, as a minimum, cover your nose and mouth with a cloth or paper mask to reduce the chance of inhaling contaminated dust. If you have a long sleeve shirt or jacket you should put it on. Protect open cuts to prevent contaminants from entering your body. What you do once you arrive at the scene will largely depend on the situation and the skills you have to offer. If you are told to leave by emergency officials, do not argue. Leave right away. No matter how good your intentions are, you are not an asset if you are in the way.

What would happen if a bomb of unknown origin were detonated in the area while we were at work?

If a bomb of unknown origin were detonated in our area, CG _____ Facility would coordinate with local officials and determine the best course of action. It could include Shelter-in-Place, evacuating the building or continuing normal business activities. Announcements would be made over the building public address system to keep you informed.

What if a chemical, biological or radiological agent has contaminated me?

If you suspect a chemical, biological or radiological agent has contaminated you, find the nearest emergency responder and tell them. The responder will take the appropriate action to get you evaluated and to a decontamination area if necessary. While extensive decontamination requiring disrobing is a possibility, this will normally only occur if you become a casualty of the agent or are evacuated and require medical treatment in a "clean" medical facility. This procedure may be required to prevent the spread of contamination. Remember there is no set time on how long this process will take. Emergency officials will determine the type of decontamination required based on the agent used. Be patient and trust those who are helping you. The objective of decontamination is to help you, but also to prevent you from contaminating others.

MAIL HANDLING

What is considered suspicious mail?

Suspicious mail can be any letter or package that contains hazardous materials, such as biological material, chemicals, or explosives.

What are the suspicious mail categories?

Category 1: A mail piece or package delivered to an employee that has no suspicious markings but makes the recipient feel uncomfortable.

Category 2: A mail piece or package that has one or more suspicious aspects:

1. Restrictive markings, such as "Confidential," "Personal," or "Fragile"
2. Unexpected or from a person, organization, or point-of-origin unfamiliar to you
3. Excessive postage (postage stamps, no metered strip indicating that the item was not mailed at a post office)
4. Sloppy or unprofessional packaging
5. No return address, or a return address not consistent with the state where postmarked
6. Incorrect title of addressee, or title but no name of addressee
7. Oily stains, discoloration, or strange odor
8. Evidence of electrical wire or tin foil
9. Excessive wrapping materials such as masking/strapping tape or string
10. Exceptionally heavy for its size, lopsided, or oddly shaped
11. Any U.S.P.S. package over 3/4s of an inch width that does not have a red "X-ray" stamp on it.
12. Any mail or package from an alternative mail carrier that does not have a red "X-ray" stamp on it.

Category 3: A mail piece or package that has been opened and contains one or more suspicious aspects:

1. A powdery substance
2. A threatening letter
3. Electric wire or tin foil
4. Any audible noise

What do I do if I receive mail that makes me uncomfortable?

If you receive mail that makes you uncomfortable, has one or more suspicious markings, or has been opened and contains suspicious objects, take the following actions:

1. Remain calm.
2. Do not evacuate the office, floor, or building.
3. Leave the item exactly where it is. Do not move, shake, stir, taste or smell the item.
4. Call Security at Ext. _____ and follow their instructions.
(Provide your name, room number, floor location, and any information the guard requests.)
5. If the letter or package has been opened and it contains suspicious material:
 - a. Leave the office and close the door if the item is in a private office.
 - b. If in a large office area, have people move to a secure area outside the office and close off the potentially contaminated area.
 - c. Do **NOT** lock doors. (Emergency personnel will need access)
 - d. Stop others from entering the space.
 - e. Wash your hands and face with cool water.

How will suspicious mail be handled?

All **Category 1** items will be returned to the mailroom and inspected as follows:

1. In a secure environment, a mail handler wearing protective equipment will open the suspicious item.
2. If upon opening the item nothing is suspicious, the item will be returned to you.
3. If upon opening it is determined to be suspicious, further testing will be conducted; the tests may take several weeks to complete.
4. If deemed safe, the item will be inserted into the mail handling system and returned to you.
5. If the item is not safe, it will not be returned.

All **Category 2** mail will be opened offsite by a contractor following the same protocol as **Category 1** mail.

All **Category 3** mail will be handled by first responder agencies, such as the Federal Protective Service.

What mail handling safeguards have been put in place to protect employees?

In order to protect employees all incoming mail and packages: _____ (describe your facility's procedures prior to mail being delivered). **The following is an example:** The U.S. Postal Service (USPS), alternative mail carriers, and building mail handlers have developed protocols to identify suspicious packages and to stop them from being distributed. However, even with all the safeguards put in place there is still a risk of, biological materials, chemicals, or explosives getting through our mail system. No matter how many safeguards we put in place, the ultimate filter for a suspicious letters and packages is you the mail recipient.

What is irradiation?

Irradiation is a practice originally used in the food industry and is sometimes called "cold pasteurization." Irradiation uses subatomic particles such as electrons and photons found in ultraviolet light, X-rays and gamma rays. These high-energy particles are bombarded against objects and cause disruptions in the genetic material of bacteria, either killing it or destroying its ability to propagate.

Irradiating the mail kills anthrax spores and any other bioterrorism agent. However, it can also discolor glass, cloud camera film, make paper brittle, damage plastics and change the taste of foods.

How should I handle irradiated mail?

1. Open the mail gently with a letter opener; do not tear envelopes.
2. Ensure that the place used to open mail has adequate ventilation.
3. Do not store unopened mail in a box, drawer or bag. Spread out the mail so it can "air out."
4. Individuals who have had prior skin reactions related to opening the mail should consider wearing gloves when opening mail. If using gloves, they should be non-latex, non-powdered and the appropriate size. Gloves should be changed when they are noted to be grossly dirty or have perforations. Gloves should be removed when eating, drinking, or smoking.
5. Avoid touching your mouth, eyes or other mucous membranes when handling mail, even when wearing gloves.
6. Wash hands with soap and water after handling mail, after removing gloves, before eating, drinking or smoking, or when replacing torn or worn gloves. To reduce the drying effect of hand washing, use a water-based moisturizer each time after washing hands.

Alternate Mail and other Special Delivery Carrier Safeguards

Alternate mail and other special delivery carrier mail sent to _____ Facility _____ (describe your facility's procedures.) **The following is an example:** However, after arrival, alternate mail and other special delivery carrier mail is x-rayed by security personnel at the Coast Guard Headquarters' mailroom to determine if the contents contain weapons, or have the profile of other harmful devices (e.g., electric wires, batteries, chips), or containers that could house an explosive or hazardous device. Once the mail is x-rayed, it is stamped with a red "X-ray" stamp and then carried by the commercial carrier representative directly to the addressee. Addressees are advised to inspect packages to ensure they have the red "X-ray" stamp. If a package is not stamped, then do not accept the package; instead instruct the courier to return the package to security for x-raying.

Coast Guard _____ Facility employees who do not often receive some form of alternate mail also have to exercise their sense of caution and judgment as a basis for determining whether or not to accept items.

Furthermore, addressees need to remember when opening large envelopes and packages that the pull-string or other devices for opening the item may create paper dust fall-out and should not be cause for alarm or concern.

Mailroom Safeguards

The Coast Guard _____ Facility mailroom (describe your facility's procedures prior to mail being delivered). **The following is an example:** is equipped with a negative air pressure system and air circulation system that is separate from the rest of the building. This system operates 24 hours a day to prevent the spread of any biological or chemical agents.

Coast Guard _____ (describe your facility's procedures prior to mail being delivered). **The following is an example:** Mail handlers scan all letters and packages prior to distribution to determine if they have any of the suspicious characteristics described in **Category 2**. If a piece of mail is determined to be suspicious, it is not distributed to the office/addressee; but sent to Landover, MD, where it is opened by a contractor under negative air conditions. Once inspected, a decision is made whether to send it to the office/addressee, or subject the letter to further testing in accordance with the Facility procedures.

EMERGENCY PREPAREDNESS/INFORMATION WEBSITES

The following websites provide information and actions you and your family may want to take to be prepared before, during, and after an emergency:

- Homeland Security
 - Preparing Makes Sense. Get Ready Now brochure - <http://www.ready.gov>
- Centers for Disease Control (CDC) - Bioterrorism Page - <http://www.bt.cdc.gov/index.asp>
- Department of Education Emergency Preparedness for Schools - <http://www.ed.gov/emergencyplan>
- Red Cross
 - Disaster Services Page - <http://www.redcross.org/services/disaster/>
 - Family Disaster Planning - <http://www.redcross.org/services/disaster/beprepared/familyplan.html>
- FEMA
 - General Preparedness - <http://www.fema.gov/library/prepandprev.shtm>
 - Emergency Preparedness Checklist - <http://www.fema.gov/rrr/emprep.shtm>
 - FEMA's new "Are You Ready?" Guide. This is also where you will find FEMA's Disaster Supply Kit recommendations - <http://www.fema.gov/areyouready/>
- D.C. Emergency Management Agency - <http://dcema.dc.gov/>
- MD Emergency Management Agency - <http://www.mema.state.md.us>
- Metro Emergency Exit Procedures - http://www.wmata.com/metrorail/metrorail_safety.cfm
- VA Dept. of Emergency Management - <http://www.vdem.state.va.us/>
- Emergency kits –
 - <http://www.quakekare.com/>
 - <http://www.mountainpeaks.net/ust/htdocs/index.html>
- You will find more emergency preparedness information for you and your family at:
 - Basic radiation information from the Uranium Information Centre, Australia website: <http://www.uic.com.au/ral.htm>
 - Environmental Protection Agency - <http://www.epa.gov>
 - EPA's radiation program: <http://www.epa.gov/radiation>
 - Radiological Accidents: <http://www.fema.gov/hazards/nuclear/radiolof.shtm>
 - Terrorism: <http://www.fema.gov/hazards/terrorism/>
 - U.S. Department of Energy: <http://www.energy.gov>
 - U.S. Department of Health and Human Services: <http://www.hhs.gov>

WHAT DO I DO IF I RECEIVE A BOMB THREAT?

Bomb threats are normally received by telephone, although they might be received via mail or by hand delivered message. The Bomb Threat Checklist is included in this section.

If you receive a bomb threat by telephone, you should:

1. Without alerting the caller, attempt to get the attention of your supervisor or another person in your area, and point to this memo's subject line or write "BOMB" on paper and show it to him/her.
2. Your Supervisor or co-worker should call Security at Ext. _____.
3. The person who receives the call should listen closely to the caller and complete the Bomb Threat Checklist during the call.
4. **The person receiving the Bomb Threat call must complete the bomb threat report form and bring the completed form to Security as soon as possible after the call.**
5. **Anyone who finds an actual or suspected bomb** or a suspicious package/container must contact Security at **Ext. _____** immediately and report its location and description.
6. Do **NOT** in any way disturb, touch, or move the item.
7. Turn off two-way radios and cell phones. These devices may be hazardous. **Radios/cell phones in the vicinity should remain "off" until the matter is resolved.**
8. When evacuation is necessary, use the established evacuation procedures for CG _____ Facility.
9. If you have any questions regarding Bomb Threat procedures, contact Security at **Ext. _____**.

BOMB THREAT INCIDENT FORM

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of threat:

Sex of caller: _____ Race: _____ Age: _____ Length of call: _____

Number at which call was received: _____

If you have caller ID write down the number: _____

Time: _____ Date: _____

Caller's voice:

- | | | | |
|----------------------------------|------------------------------------|--|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughter | <input type="checkbox"/> Stutter | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Deep | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Slurred | <input type="checkbox"/> Ragged | <input type="checkbox"/> Other |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Whispered | <input type="checkbox"/> Clearing throat | |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Nasal | <input type="checkbox"/> Deep breathing | |

If the voice is familiar, whom does it sound like? _____

Background sounds:

- | | |
|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Office machinery | <input type="checkbox"/> Other |

Threat Language

- | | |
|--|--|
| <input type="checkbox"/> Well-spoken
(Educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by
threat maker |

Remarks

Report call immediately to Security at extension _____

Date of the call: _____

Name of person who took the call: _____

Position: _____

Phone Number: _____